



To: All DWD Staff

From: Alan D. Degner, Commissioner

Date: October 10, 2003

Subject: DWD Policy 2003-10
Telework Policy

Re: All Funding Sources Administered by DWD

Purpose: The development of Telecommuting Policy for the Department of Workforce Development staff within the Administrative Offices and Local Offices.

Rescission: Communication #: 2001-12

Content: To adhere to the Governor's Executive Order 99-07, Greening the Government, the Department of Workforce Development encourages employees to review other transportation options to reduce the negative environmental impacts of commuting, via single-occupant vehicles.

Guidelines: Regular full-time and part-time employees are eligible to telework. Telework is not an option for employees that provide external customer service. Employees must complete a telework Agreement and this is to be approved by the employee's supervisor and Appointing Authority.

Teleworkers agrees to complete all assigned work according to procedures mutually agreed upon by the employee and supervisor. This should be in accordance to the guidelines and standards in the teleworker's position description.

The teleworker agrees to provide regular reports if required by the supervisor to help judge performance. The teleworker understands that a decline in performance may be grounds for canceling this alternative work arrangement.

Telework is not an alternative for child or dependent care. Employees must continue to make arrangements for child or dependent care to accommodate traditional work arrangements.

Each telework arrangement will be cost-justified, subject to benefit tracking and review.

Each telework arrangement is jointly agreed between supervisor and the teleworker. Telework is voluntary and may be terminated at any time, at will, by either the Department or the teleworker. All teleworkers, while telecommuting, must adhere to the State of Indiana's and Department of Workforce Development's policies. This includes but is not limited to the States' disciplinary and drug and alcohol policies.

Joseph E. Kernan, Governor
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An Equal Opportunity Employer

Mileage reimbursement shall be in accordance with the State's Financial Management Circular. Travel between the teleworker's home and workstation will not be reimbursed.

Supervisor retains the right to require a teleworker to return to their main workstation on a regularly scheduled telecommuting day, should the workstation warrant such an action.

Supervisor duties:

Supervisors approving a telework arrangement for a their employees must ensure that:

- the teleworker's position description is up to date;
- the performance appraisal is up to date and that the teleworker has at least a satisfactory performance evaluation;
- provide a signed telework agreement that itemizes state equipment and supplies to be used, designations for work hours and location;
- provide clear understanding of job duties and standards of how work is to be monitored and evaluated.

Teleworker Duties:

Teleworking employees are responsible for:

- reporting to their established workstations a minimum of two days a week;
- teleworkers should follow all established and applicable workplace rules and regulations;
- teleworkers should post his/her work schedule in a conspicuous location at his/her established workstation. (This should include the teleworker contact telephone number and lunch hour.);
- teleworkers should obtain pre-approval for overtime and/or any changes to the agreed upon work schedule;
- report any charges associated to dialing in from telework site (if site is home);
- the use of State-owned equipment only for business purposes; and
- teleworkers who work at home will take all precautions necessary to secure information in their home and prevent unauthorized access to any departmental system from their home;
- if a teleworker is sick while at home, it is the responsibility of the teleworker to report hours worked and used sick leave for hours not worked; and
- tax implications related to the teleworker's homework space are the responsibility of the teleworker.

Projected Oriented Teleworking:

- Must be a short-term project with a pre-determined ending date;
- Request must be approved by Deputy Commissioner;
- Employee must still follow the telework guidelines as stated above; and
- At the end the project, employee must return to their regular schedule.

Equipment Requirements:

The supervisor shall determine what type of equipment/software is needed to perform the principal work activity. The State is not required to provide equipment/software for the telework location; however, with the approval of the agency, the telework participant may be provided State-owned equipment and software necessary to perform work assignments. The Data Processing Oversight Commission and State Board of Accounts must approve any dial connection to the State's computer network. The equipment to be provided by the State and the equipment to be provided by the employee shall be itemized in the telework agreement.

Teleworkers will be responsible for providing their own Internet access at no cost to the State.

Teleworker is responsible for installing and updating latest virus protection software and update detection files on teleworker owned equipment at no cost to the State. If state owned equipment is used, the teleworker is responsible for making arrangements with Information Services to obtain updates.

Any equipment provided by the teleworker will be at no cost to the State and all maintenance will be at the teleworker's expense. The State is not liable for the equipment owned by the teleworker.

The minimum computer specifications for DWD's teleworker are the following:

Pentium 166 MHZ
56K V 90 Modem
64 MB RAM
2 GB Hard Drive

Appointing authorities are required to submit an annual report to the State Personnel Department, which includes the name of participants, number of telework hours compensated, the employees' performance reports, and an accounting of the commuter miles avoided.

Curtailement of the Agreement:

Due to the nature of the Department of Workforce Development's business, management reserves the right to remove the employee from the telework program according to the settlement agreement(s) for the following reasons:

- To serve customers during the periods of high unemployment;
- If the employee displays poor performance while on teleworking; or
- If the employee enter into a progressive discipline status.

Definitions: Telework: Engaging in the principal activities which the individual is employed to perform via modem or Internet link from somewhere other than the employee's established work station.

Effective Date: Immediately

Review Date: October 10, 2005

Ownership: DWD Human Resources Division

Action: See Teleworking Forms attached.

References: IC 4-15-2-29
31 IAC 2-11-1
31 IAC 1-9-1
AFSCME Settlement Articles 15 and 48
UNITY TEAM Settlement Articles 9 and 14
Hours of Work Policy
Alternative Work Schedule Policy
Financial Management Circular on Travel

**INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT
TELEWORK SCHEDULE REQUEST FORM**

This is an agreement between the Indiana Department of Workforce Development (DWD) and

(teleworker)

If this agreement is project oriented, it shall cover the period from

_____ through _____.

This agreement establishes the work location, work hours and equipment needed for telework.

The teleworker volunteers to participate in the telework program and to follow the applicable guidelines and policies. The teleworker has read the State Personnel Department standardized telework policy and the Department of Workforce Development's Telework Policy.

Duration: This agreement will be valid until the date specified above or until terminated by management or the teleworker.

Equipment: The supervisor shall determine what type of equipment/software is needed to perform the principal work activity. The State is not required to provide equipment/software for the home office; however, with the approval of DWD, the teleworker may be provided state-owned equipment and software necessary to perform work assignments.

State owned equipment (list equipment/software provided to the teleworker):

State owned equipment may only be used for authorized work activities.

Maintenance of Equipment: Equipment provided by the employer must be protected against damage and unauthorized use. Employer-owned equipment will be serviced and maintained by the employer.

Teleworker owned equipment (list equipment/software provided by teleworker):

Equipment provided by the teleworker will be at no cost to the State and will be maintained by the teleworker. The State is not liable for damage to teleworker owned equipment.

Work Assignments: The teleworker will meet with the supervisor to receive assignments and to review completed work. The teleworker will complete all assigned work according to procedures mutually agreed upon with the supervisor and through the telework plan.

Telework Work Plan: (Includes a description of duties; how work output will be reviewed and monitored; and how supervision will be provided.) A telework work plan must accompany this agreement. The teleworker and supervisor must sign a copy of the telework work plan and send a copy of the sign agreement to Human Resources.

Evaluation: The evaluation of the employee's job performance will be based on established standards. Performance must remain satisfactory/standard to remain as a telework participant. Employees will not be allowed to telework while on a work improvement plan.

Location: Telework participants are required to report to the established workstation a minimum of two (2) days/per workweek. The following are the working locations, which are agreed to as part of the telework agreement:

Established workstation:

Telework location:

Requires address, city and state.

Teleworker telephone number: (____) _____

Teleworker's fax number: (____) _____

Teleworker's e-mail address: _____

The teleworker agrees to work at the approved alternate work site, and not from another unapproved site. Failure to comply with this provision may result in termination of the agreement, and/or other appropriate disciplinary action.

Work hours: Work hours are specified below as part of this agreement.

	Established Work Station	Telework Station
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Lunch Schedule		

Mileage: For benefit tracking, the teleworker must provide an approximation of miles to and from the teleworker's main work site to alternate work site.

Mileage (approx.): _____

On-the-Job injuries: The teleworker is covered by workers' compensation if injured in the course of performing official duties at the telework location. The teleworker must notify his/her supervisor immediately if an injury occurs while performing official work duties. The supervisor shall make the necessary medical arrangements coordinating with Human Resources.

Liability: The State will not be liable for damages to the employee's property resulting from participation in the telework program. In signing this document, the teleworker agrees to hold the State harmless against any and all claims, excluding appropriate workers' compensation claims.

Curtailment of the agreement: Due to the nature of the Department of Workforce Development's business, management reserves the right to remove the employee from the telework program according to the settlement agreement(s) for the following reasons:

- To serve customers during the periods of high unemployment;
- If the employee displays poor performance while on teleworking; or
- If the employee enter into a progressive discipline status.

I have read and understand this agreement and the telework policy and agree to abide by and operate in accordance with the terms and conditions described in both documents. I agree that the sole purpose of this agreement is to regulate telework and that it constitutes neither an employment contract nor an amendment to any existing contract.

Employee: _____ Date: _____

Supervisor: _____ Date: _____

Appointing Authority: _____ Date: _____